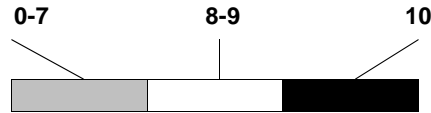


Rating Personal Doctors

Q10. "Use any number from 0 to 10, where 0 is the worst personal doctor or nurse possible, and 10 is the best personal doctor or nurse possible. How would you rate your personal doctor or nurse now?"



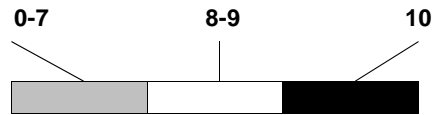
★★★ = statistically better than WA State Healthy Options Adult Average
 ★★ = not statistically different than WA State Healthy Options Adult Average
 ★ = statistically worse than WA State Healthy Options Adult Average

WA State Healthy Options Adult Responses (n=3442)	28%	33%	39%	
Aetna US Healthcare of Washington (n=389)	32%	28%	40%	★★
Clark United Providers (n=322)	27%	34%	39%	★★
Community Health Plan of Washington (n=302)	23%	34%	43%	★★
Group Health (n=443)	30%	37%	34%	★★
Kaiser Foundation Health Plan of the Northwest (n=254)	26%	35%	39%	★★
Northwest Washington Medical Bureau (n=384)	26%	32%	43%	★★
Premiera Blue Cross, Inc. (n=411)	26%	33%	41%	★★
QualMed Health Plan (n=450)	29%	33%	37%	★★
Regence Blue Shield (n=487)	30%	31%	39%	★★

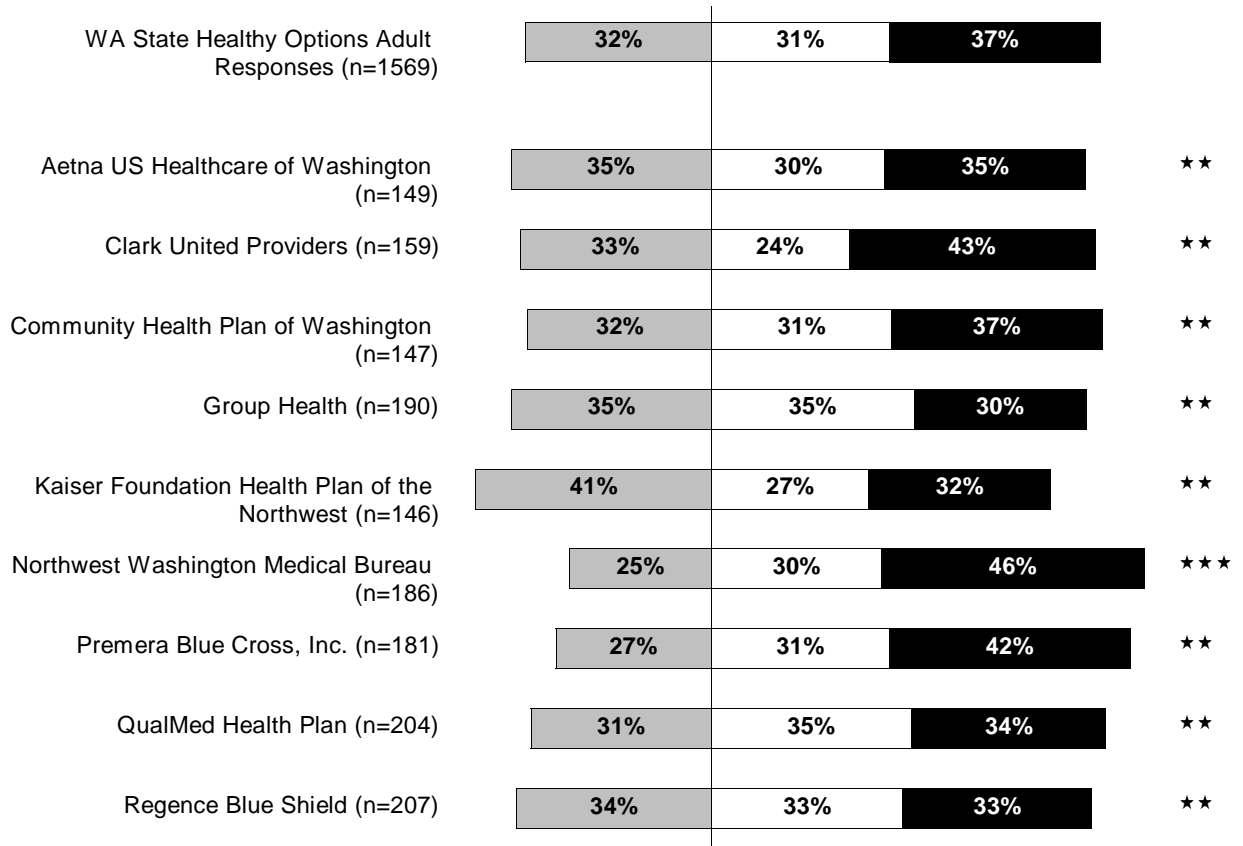
NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.

Rating Specialists

Q14. "Use any number from 0 to 10, where 0 is the worst specialist possible, and 10 is the best specialist possible. How would you rate the specialist?"



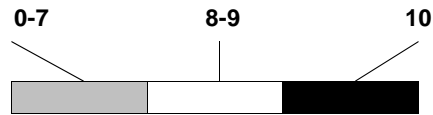
★★★ = statistically better than WA State Healthy Options Adult Average
 ★★ = not statistically different than WA State Healthy Options Adult Average
 ★ = statistically worse than WA State Healthy Options Adult Average



NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.

Rating Health Care

Q39. "Use any number from 0 to 10, where 0 is the worst health care possible, and 10 is the best health care possible. How would you rate all your health care?"



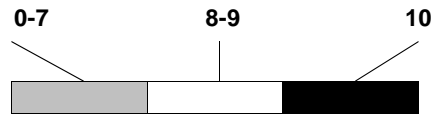
★★★ = statistically better than WA State Healthy Options Adult Average
 ★★ = not statistically different than WA State Healthy Options Adult Average
 ★ = statistically worse than WA State Healthy Options Adult Average

WA State Healthy Options Adult Responses (n=3892)	36%	37%	28%	
Aetna US Healthcare of Washington (n=394)	39%	35%	26%	★★
Clark United Providers (n=391)	38%	35%	27%	★★
Community Health Plan of Washington (n=384)	34%	36%	30%	★★
Group Health (n=463)	37%	38%	25%	★★
Kaiser Foundation Health Plan of the Northwest (n=359)	37%	42%	21%	★★
Northwest Washington Medical Bureau (n=408)	30%	36%	35%	★★★
Premiera Blue Cross, Inc. (n=478)	35%	35%	30%	★★
QualMed Health Plan (n=499)	36%	39%	25%	★★
Regence Blue Shield (n=516)	35%	36%	29%	★★

NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.

Rating Health Plan

Q59. "Use any number from 0 to 10, where 0 is the worst health plan possible, and 10 is the best health plan possible. How would you rate your health plan now?"



★★★ = statistically better than WA State Healthy Options Adult Average
 ★★ = not statistically different than WA State Healthy Options Adult Average
 ★ = statistically worse than WA State Healthy Options Adult Average

WA State Healthy Options Adult Responses (n=4795)	0-7	8-9	10	
Aetna US Healthcare of Washington (n=508)	48%	31%	21%	★
Clark United Providers (n=472)	44%	33%	22%	★★
Community Health Plan of Washington (n=492)	43%	31%	26%	★★
Group Health (n=578)	38%	35%	27%	★★★
Kaiser Foundation Health Plan of the Northwest (n=446)	42%	35%	23%	★★
Northwest Washington Medical Bureau (n=499)	38%	32%	30%	★★★
Premiera Blue Cross, Inc. (n=569)	41%	33%	26%	★★
QualMed Health Plan (n=597)	46%	33%	21%	★★
Regence Blue Shield (n=634)	39%	35%	25%	★★

NOTE: Survey results presented in this report are based on the 1999 "Survey About Your Health" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. Numbers may not add up to 100% due to rounding. Results are case-mix adjusted. To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar. Please see the detailed methodology appendix for additional information. Statistical tests are calculated on the case-mix adjusted scores, not the frequency distribution of the unadjusted responses.